From: Stephen Best
To: Flock Safety Support
Cc: libby.landers@flocksafety.com; Eligio Lara; Michael Balcorta; jake.sherman@flocksafety.com; Stephen Best
Subject: RE: Condor Camera Pan
Date: Tuesday, June 11, 2024 10:14:11 AM

Sorry, I was unaware it had been vandalized.
Thank you for the update.

Corporal Stephen L. Best
Santa Maria Police Department
1111 W. Betteravia Rd., Santa Maria, CA 93455
(805)928-3781 X2491
sbest@ci.santa-maria.ca.us
sbest@cityofsantamaria.org

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From: Flock Safety Support <support@flocksafety.com>
Sent: Tuesday, June 11, 2024 9:56 AM
To: Stephen Best <sbest@cityofsantamaria.org>
Cc: libby.landers@flocksafety.com; Eligio Lara <elara@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>; Michael Balcorta <mbalcorta@cityofsantamaria.org>; jake.sherman@flocksafety.com
Subject: RE: Condor Camera Pan

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Our team had to order a replacement camera since this location was vandalized. They expect the new equipment to arrive in time for the scheduled work order date, 6/18.

Thank you for your patience!

-Rhianna

---------- Original Message ----------

From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 6/11/2024, 9:17 AM
To: libby.landers@flocksafety.com; support@flocksafety.com; mbalcorta@cityofsantamaria.org; jake.sherman@flocksafety.com
Cc: sbest@cityofsantamaria.org; elara@cityofsantamaria.org
Subject: RE: Condor Camera Pan

Flock Safety Support,
We reported our Condor Camera "C001 Grant @ River Ranch Dr -WB" on 05-29-24 was not working properly. The PTZ did not work.
It still has not been fixed.

Our Community Services supervisor has been talking with local business owners offering Flock as a possible solution to some of their neighborhood problems. He is unable to demonstrate the camera it its current condition.

Corporal Stephen L. Best
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From: Flock Safety Support <support@flocksafety.com>
Sent: Thursday, May 30, 2024 10:08 AM
To: Michael Balcorta <mbalcorta@cityofsantamaria.org>
Cc: Stephen Best <sbest@cityofsantamaria.org>
Subject: RE: Condor Camera Pan

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Our team thinks that the motor is stuck and will need to be manually adjusted, so we are going to schedule a technician to take a look.

Thank you again for your patience!

-Rhianna

---------- Original Message ----------
From: Flock Safety Support [support@flocksafety.com]
Sent: 5/30/2024, 9:24 AM
To: mbalcorta@cityofsantamaria.org
Cc: sbest@cityofsantamaria.org
Subject: RE: Condor Camera Pan

Hi there,
I apologize for the delay. I am having our engineers take a look and I will let you know as soon as I hear back.

Thank you for your patience!

Stay safe,
Rhianna

---------- Original Message ----------
From: Michael Balcorta [mbalcorta@cityofsantamaria.org]
Sent: 5/29/2024, 8:24 AM
To: support@flocksafety.com
Cc: sbest@cityofsantamaria.org
Subject: Condor Camera Pan

Good morning,

It seems like the Condor Camera we have is unable to pan/tilt and is stuck.

C001: Grant St @ River Ranch Dr - WB

Michael Balcorta, Police Business Systems Analyst

Santa Maria Police Department | 1111 W. Betteravia Rd
Office: 805-928-3781 ext 1366 | Direct: 805-361-9037

SANTA MARIA POLICE
Our Community... Your Police

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